

Providing Software Application Help Based on Heuristics

ABSTRACT

Help information for a software application is provided based on a user help knowledge base. The user help knowledge base includes a user help profile indicating help information previously selected by the user. Examples of data tracked for the previously selected help information include the application context in which it selected, a presentation mode in which it was presented, at least one associated help topic, and a help content format. The user help knowledge base can further comprise a user profile maintained by the software application. Based on the information in the user help knowledge base, as well as the current context of the application and/or user data entered, the help module selects help information pertinent to the user and the current context of the application. A presentation mode, for example a video mode, an audio mode or a display mode, is selected for the help information as well based on the user help knowledge base.